

## Shopping Center, Transportation Office - Inbound Shipments

Address	DSN	CIV-MIL	Office Hours
— Inbound Transportation — Heidelberg			
Building 3850 Shopping Center	370-3503/8126 Fax: 370-7495	06221-57-3503/8126 Fax: 06221-57-7495	Monday Tuesday Wednesday Friday 8:00 a.m. - 4 p.m. Thursday 10:00 a.m. – 4 p.m. Closed from 12:00 p.m. -1 p.m. for lunch

The Heidelberg Transportation Office is closed on all American holidays and reduced services on German holidays.

### ***ODCSLOG Weight Allowances***

Grade	W/DEP	WO/DEP	UNACC	SINGLE	UNACC	SINGLE	*UB
GEN OFFICER	18,000	18,000	18,000	18,000	18,000	18,000	1,000
COL	18,000	18,000	4,500	4,500	4,500	4,500	800
LTC/WO5	17,500	16,000	4,375	4,000	4,375	4,000	600
MAJ/WO4	17,000	14,000	4,250	3,500	4,250	3,500	600
CPT/WO3	14,500	13,000	1,900	1,900	1,000	1,000	600
1LT/WO2	13,500	12,500	1,400	1,400	1,000	1,000	600
2LT/WO1	12,000	10,000	1,400	1,400	1,000	1,000	600
E-9	15,000	13,000	1,900	1,900	1,000	1,000	500
E-8	14,000	12,000	1,700	1,700	800	800	500
E-7	13,000	11,000	1,500	1,500	700	700	500
E-6	11,000	8,000	1,250	1,250	500	500	500
E-5	9,000	7,000	1,000	1,000	500	500	500
E-4	8,000	7,000	700	700	500	500	500
E-1 – E-3	8,000	5,000	700	700	500	500	500

### ***Inbound Transportation***

#### ***Personal property arrival***

Upon arrival of your personal property, we will make every effort to try to contact you before we place your property in storage. If you would like to verify whether your household goods are in or not you can call one of our transportation counselors at military DSN 370-3503/8126 or civilian 06221-57-3503/8126.

During in-processing our office will collect orders and contact information if available. It is very important we have a way to contact you should your personal property arrive or your temporary storage entitlement expire. Please ensure we

have a current duty phone and/or home phone. You can verify or update this information by calling one of our transportation agents at military DSN 370-3503/8126.

### ***Extending temporary storage***

Your basic entitlement for temporary storage is *90 days*. If you have a legitimate need to extend your storage, you can do so for an additional 90 days. Some reasons to extend temporary storage are:

- Serious illness of the member
- Serious illness or death of a dependent
- Impending assignment to Government quarters
- Directed TDY after arrival at permanent station
- Non-availability of suitable civilian housing
- Awaiting completion of residence under construction
- Natural disaster

You must submit your request prior to the expiration date and your request must be approved by the transportation office storing your personal property. To extend your storage, you must contact our office and fill out a DD Form 1857.

### ***Scheduling delivery***

To schedule the delivery of your personal property you will need an address and date. Moving companies/agents will deliver on American Holidays. Please remember you need to be home from 8 a.m. up to 8 p.m. on your scheduled delivery date!

You can schedule your delivery over the phone. Call Transportation at mil 370-3503/8126.

Upon delivery of your Household Goods (HHG) only, at your residence, the contractor will on a one-time basis:

1. Unpack all crates, cartons, and boxes
2. Place furniture and like items in the appropriate room designated by the property owner
3. Lay rugs
4. Assemble disassembled furniture
5. Remove all empty containers, boxes, packing material, and debris from the owner's residence and premise

Property owners waiving unpacking performance from the contractor are responsible for disposal of all packing material. Property owners not waiving

unpacking, but wishing to unpack boxes, cartons after delivery of the HHG may at the contractor convenience ask for pick up of the boxes after the fact.

Removal of Unaccompanied Baggage (UB) boxes, cartons is the property owner's responsibility.

For additional information on shipping your personal property go to [www.sddc.army.mil](http://www.sddc.army.mil).

### ***Inbound POV***

The Vehicle Processing Center (VPC) is located on Taylor Barracks. Before you can pick-up your POV, you need to go to Vehicle Registration Office, for temporary plates and temporary registration.

The Vehicle Registration Office requires the following documents:

- Shipping document (DD Form 788)
- USAREUR Drivers license
- ID card
- Insurance card (I.C.C. – Insurance Confirmation Card)
- Proof of ownership (stateside vehicle registration or title)
- \$30.00 check or money order
- Note 1 – If you have USAA car insurance, please call USAA the day prior to registering your vehicle.
- Note 2 – Privately shipped vehicles need AE550 – 175A from MP
- Custom's in-addition to the above items.

The VPC requires the following:

- 2 complete set of orders (original and amendments/pinpoint)
- DD Form 788
- Temporary USAREUR registration
- Temporary license plates
- Screwdriver
- USAREUR Drivers license
- First aid kit
- Warning triangle

VPC hours of operation are from 8 a.m. - 4 p.m. They are closed on all German and American holidays. Telephone numbers are DSN 381-8674 or civilian 0621-730-8674. A helpful tool to check the status of POV is to check under [www.whereismypov.com](http://www.whereismypov.com).

## Claims information

Submitting a claim for loss or damage of your household goods can be handled by the Claims Office, Bldg 107 Patton Barracks. Full Replacement Value can be handled through the local mover/agent or through the claims office. Whether filing a claim through the Government or using Full Replacement Value, the DD Form 1840/1840R is an important part of the process.

The following tips will help you ensure that if any of your property is lost or damaged in shipment; you can file a well-documented claim and be paid what you deserve.

1. The inventory is the most crucial step in the process. You simply must control the packing and inventorying of your household goods. If items are not listed on the inventory, you may not be paid for them when you file a claim.
  - One of the most common complaints is that there were a lot of packers and movers; this made it hard to watch everything. Nevertheless, you or your agent must understand that you have to exercise some control and authority. If you are so overwhelmed by the packers or movers that you cannot observe your property being packed or listed on the inventory, call Quality Control at military DSN 370-7032 or civilian 06221-57-7032. If you can't be present, make sure your spouse or agent knows what to do and arrange for help if necessary. If all else fails, make a statement of the inventory describing the problem.
  - Make sure that the packers write adequate descriptions of the contents on the boxes and later on the inventory. While the packers do not have to list every item, they should write the general category of the items on the outside of the boxes. The general category of each box (e.g. living room, master bath, toys, etc.) should also be written on the inventory.
  - List items that normally wouldn't be packed in a certain box. Examples: tools packed in a box marked clothes; a lamp packed in a box marked "garage items". If you later claim for an item that would not reasonably be expected to be found in a certain box, you may not be paid for it.
  - Ensure that the carrier employee who fills out your inventory is accurately describing the condition of your property. If you disagree with his/her notations on preexisting damage, write your exceptions at the bottom of each inventory sheet. High value items must be listed on the inventory.

2. Prepare your own personal inventory and gather substantiation of your major items. Before your move, make a list of the major items you own (i.e. furniture, electronic equipment, art objects). List the purchase prices and dates for these items and gather receipts, paid bills, pre-shipment appraisals to prove it. Then take photographs to show the condition of the property. Keep this information separate from your household goods. Keep it with you when you move.
3. With good inventories (personal and movers) and substantiation of ownership and value, you will be in good shape. After delivery, you still must promptly fill out the DD Form 1840/1840R to report any loss or damage.
  - This is a pink form and critical in the household goods claim processes. You must understand the role of this form and handle it properly.
  - The DD Form 1840 is filled out at delivery. The 1840 is the front side of the form. It is called the "Joint Statement of Loss or Damage at Delivery." Although many deliveries are rushed, you should take all the time you need to list any loss or damage that you noticed during delivery of your household goods. Please make sure that all items listed on the inventory are received at time of delivery, if not annotate the missing inventory line items on the DD Form 1840 before the agent departs.
  - What is the DD Form 1840R? It's the reverse of the DD Form 1840 and has a different title: "Notice of Loss or Damage."
  - The DD Form 1840R must be completed and received by the nearest claims office within 70 days after delivery. If you mail it, allow plenty of time for it to get to the claims office within 70 days. Receipt by the 70th day allows the claims office to dispatch a copy of the DD Form 1840R to the carrier by the 75th day as required by agreement with the carriers.
  - Why is the DD Form 1840R important? Two reasons:
    - a. The Government might conclude that any items not listed on a properly completed and timely filed DD Form 1840R were either not shipped or were not damaged in shipment.
    - b. The Government will deduct the amount that it could have recovered from the carrier, had a DD Form 1840R been timely filed, from any amount payable to you on your claim. IN MANY CASES, THIS "POTENTIAL CARRIER RECOVERY" DEDUCTION WILL RESULT IN ZERO PAID FOR ANY ITEMS NOT LISTED ON THE DD FORM 1840R. The reason is that the Government can usually recover 100% of the carrier's liability in the majority of shipments. But if you don't report the loss or damage on the 1840R, the Government can't recover any money and in turn will not pay you.

4. Even if you have a large shipment, you must complete the DD Form 1840R within 70 days. This means you need to do all your unpacking to make sure you have found all loss or damage so that you can report it. It is permissible to file more than one DD Form 1840R if you discover loss or damage after you filed the first form, but all DD Form 1840s must be filed within 70 days. (There are some limited exceptions to the 70 day rule, but you shouldn't rely on them, unless absolutely necessary, as you may risk not being paid for items reported late.)
5. Before filling out the DD Form 1840R, make sure you reverse the carbons!
6. Be careful to record correct inventory numbers for all items; even items missing from cartons.
7. Ask the claims office for help with the form if you have any questions — don't let the 70 days expire without reporting all losses and damages.
8. One final comment — submitting a DD Form 1840R to a claims office does not constitute filing a claim. In other words, even though you submit a DD Form 1840R within 70 days, you still must file a formal claim within 2 years of the date of delivery of your shipment.

## Shopping Center, Transportation Office - Outbound Shipments

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### ***Outbound Transportation***

On receipt of your PCS/ETS orders report to the Transportation Office, Shopping Center, building # 3850 Room 267, sign in and complete the property shipment request form and a customs worksheet for each shipment. Upon receipt of your property shipment request form, a transportation counselor will set up an appointment for the briefing to complete the process.

### ***Parcel post (APO) shipments***

Mailing is another optional method for shipping unaccompanied baggage. Any weight shipped is part of your authorized weight allowance and will be charged against it. The government will reimburse you for transportation cost only, not for any type of insurance or packing material.

Before mailing, contact outbound transportation to pick up necessary documents and for information on the exact procedures for mailing personal property.

### ***Excess cost for outbound shipments***

When a military or civilian customer is counseled at the Personal Property Processing Office (PPPO) and potential "excess cost" is identified by overweight of authorized weight allowance or for shipping to a destination other than authorized, every effort will be made by the transportation office to determine those costs and to provide the information to the customer before he/she departs the theater.

The PPPO can request a pack-out date that allows the booking office sufficient time to calculate the excess cost and ensure that the customer is aware of the cost. The customer will sign a DD Form 139 acknowledging their responsibility for the excess cost. Military or civilian customers who are separating (not retiring) must make arrangements to pay the excess costs prior to departing the theater.

### ***Civilian alternate destinations***

Civilian orders stating "shipment is authorized to an alternate destination" means that the shipment can be made, however the

employee is responsible for any excess cost over and above the cost of the shipment to the new official station, home of record, as applicable. The Civilian Personnel Division has advised that entitlements furnished but not authorized by the Joint Travel Regulation (JTR) will be subject to reimbursement by the employee.

### ***Outbound POV***

#### ***POV shipments***

Obtain a DD Form 1797 from the Transportation Office before proceeding to Vehicle Processing Center (VPC) Taylor Barracks (one DD Form 1797 is provided at the time of the transportation briefing)

For turn-in appointments call 381-8674 or civilian (0621) 730-8674

Take six (6) copies of your orders

One (1) copy of your vehicle registration

POV can have no more than ¼ tank of gas

DOT and EPA labels must be affixed to POV

Vehicles showing any type of fluid or oil leaks will not be accepted

Non-operational vehicles are not acceptable

All POVs must be cleaned in accordance with US customs regulations or they cannot be shipped

#### **Exterior:**

Wash exterior of vehicle

Remove all bugs from grill and radiator

All dirt and grass must be removed from wheel wells, inside the rear bumper and rock panels

Wipe inside doorframes

4-wheel drive vehicles must have the engine steam cleaned!

#### **Interior:**

Vacuum carpets; they must be free of dirt, grass, sand, pet hair, pine needles, etc.

*This includes the trunk!*

Clean ashtrays, console and empty glove box

Remove any and all seat covers



Vehicles shipped from Germany may be sent to the following ports:

- Atlanta, Georgia
- Baltimore, Maryland
- Charleston, South Carolina
- Dallas, Texas
- Los Angeles, California
- Metro New York/New Jersey
- New Orleans, Louisiana
- Norfolk, Virginia
- Oakland, California
- Orlando, Florida
- Seattle, Washington
- St. Louis, Missouri

Vehicles should be picked up at the destination port immediately upon arrival and no later than 45 days. The port commander can charge you storage for vehicles not picked up within 45 days.

Additional information on POV shipment can be at [www.sddc.army.mil](http://www.sddc.army.mil).